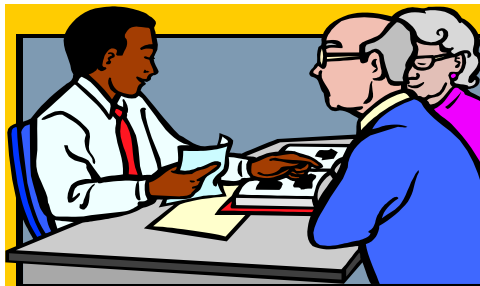


WHAT IS FINANCIAL EXPLOITATION?

Financial exploitation of adults occurs at a staggering rate. Financial exploitation is the mishandling, fraud, or theft of income, money, accounts, assets, or property by another person. The abuser may be a family member, a friend, home health worker, paid caregiver, home maintenance worker or repair person, a bogus charity, or a con artist.

A vulnerable adult can be exploited without his or her consent by trickery, intimidation, or coercion and when the older person is too confused to give informed consent.

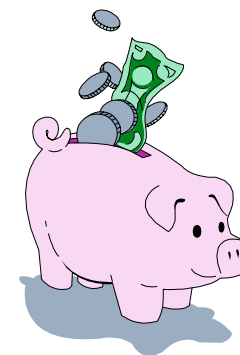


WARNING SIGNS:

- Erratic, unusual, or uncharacteristic financial activity or activity that is inconsistent with the person's ability (e.g., an automatic teller card is used when the adult cannot leave home).
- New acquaintances, particularly those who take up residence with the adult.
- Changes in the person's property titles, will, or other documents, particularly if the person is confused and/or the documents favor the new acquaintances.
- A power of attorney executed by a confused older person.
- Missing property.
- Suspicious activity on credit cards.
- Forged or suspicious signature(s) on documents.
- Failure to receive services that have been paid for.
- Eviction or disconnected utilities.
- Untreated medical problems.
- Missing documents, such as pensions or stock.
- Redirected mail.

AN EXPLOITED VULNERABLE ADULT IS:

- Unaware of, or does not understand, recent completed financial transactions.
- Being isolated by others.
- Accompanied by a stranger who encourages the older person to withdraw a large amount of cash.
- Accompanied by a family member or other person who seems to coerce the older person into making transactions.
- Not allowed to speak for himself or herself or make decisions.
- Nervous or afraid of the person accompanying him or her.
- Giving implausible explanations about what he or she is doing with the money.
- Concerned or confused about "missing funds" in the account.
- Fearful that he or she will be evicted or institutionalized, if money is not given to the caregiver or the caregiver is not named as beneficiary.



**IF YOU SUSPECT
FINANCIAL
EXPLOITATION,
call the Adult
Protective Services
24-hour Hotline at
1-888-832-3858.**

BE AWARE!

- Learn the reasons for large transactions, frequent withdrawals, and changes in beneficiaries.
- Check authorization and documentation for others to act on an adult's behalf. Exploiters often exaggerate their authority to act for the adult and say that the victim is unable to come in person.
- If fraud is suspected, discuss with a supervisor. Review history and transaction patterns. Determine if the transactions should be processed, stopped, or reported.
- Explain that supervisors must review large or unusual business transactions.
- If possible, separate the adult from any companion so that the adult can be spoken to alone. An adult who is prevented from speaking for himself or herself is a potential fraud victim.
- If the adult is thought to be in danger, immediately notify law enforcement.
- Be prepared to give Adult Protective Services (APS) as much information as possible.

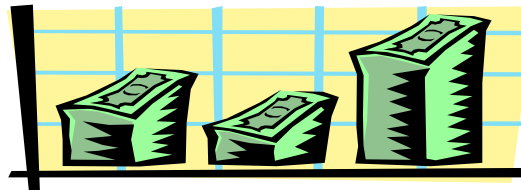
Get to know your local department of social services' APS social workers before an incident occurs.

To report suspected financial exploitation, call your local department of social services or the APS 24-hour toll-free hotline at:
1-888-832-3858.

This information is brought to you by the Virginia Financial Institution Reporting Advisory Committee, with members from:

AARP
Better Business Bureau of Central Virginia
Office of the Secretary of Health and Human Resources
Professional Insurance Agents of Virginia and DC
TRIAD/Office of the Attorney General
Virginia Bank Security Association of Tidewater
Virginia Bankers Association
Virginia Coalition for the Prevention of Elder Abuse
Virginia Credit Union League
Virginia Department of Social Services
Virginia Securities Association

Legal Authority: Code of Virginia, § 63.2-1606.



*First Printing April 2002
Second Printing March 2003*

Prevent Financial Exploitation in Virginia: A Guide for Financial Institutions



**Virginia Department of Social Services
Adult Services Programs
730 East Broad Street
Richmond, VA 23219
804-692-1299**